

# BUILDING DEVELOPMENT COMMISSION

## Minutes of January 17, 2017 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:02 p.m. on Tuesday, January 17<sup>th</sup> 2017.

**Present:** Jonathan Bahr, Glenn Berry, Tom Brasse, Hal Hester, Rodney Kiser, Terry Knotts, Scott Shelton, Michael Stephenson, Rob Belisle, Melanie Coyne, Travis Haston, Walter Kirkland and John Taylor

**Absent:** Ben Simpson

### 1. MINUTES APPROVED

Glen Berry made the motion to approve the minutes from the December 20th Building Development Commission Meeting; seconded Hal Hester. The motion passed unanimously.

### 2. BDC MEMBER ISSUES & INDUSTRY ASSOCIATION ISSUES

**Jonathan Bahr** asked all members once again, to email their respective association meeting schedules to Rebecca Wright for inclusion in the January meeting packet.

### 3. PROFESSIONAL CERTIFICATION PROGRAM

Jim Bartl reminded members that supporting documents for this topic was distributed last Wednesday. The changes to this program incorporate ideas we discussed with you in your September and November BDC meetings. In September, we discussed an idea to create a new benefit within OnSchedule for High Superior Performing AE's. In November, we reported to you on the results of the RDS-CTAC audit conducted from June thru November. Part of that suggested a different plan review demeanor towards AE sealed sheets on small projects (limited to projects in RDS-CTAC). Patrick suggested bundling all those in changes to the long standing Professional Certification Program, and by doing so, both recognizing high performers and emphasizing professional responsibilities under AE Board Rules. We think this is a really good approach. The substantive changes were highlighted in the distributed document. None of this goes on line until the supporting tech changes are in place, but we wanted to assure we had any BDC comments before the tech work advances too far. **Item 3.1 is a new section created to describe the High Superior Performing AE idea.** In brief this says; to be eligible, the LDP must hold a 12-month score in AE Pass Rate of 95% or higher. The entire project LDP team must meet or exceed the 95% threshold. This program component limited to; OnSchedule projects only with, B, M or F occupancies and a maximum of 20,000 sq. ft. project size or work area. Other program exclusions; restaurants and projects in Charlotte with exterior work. Projects with "95%" LDP teams hold that status through the life of the project. LDP's who fall below the 95% threshold start working again to create a 12-month track record in OnSchedule of scoring at or above 95%. Note that participating AE's still have to; hold a 90% preliminary code review with the Department, and use the Professional Certification Statement (this version only approved by PRTF back in 2000). **Item 3.2 is a new section created to effect changes proposed in item 5.2 of the RDS-CTAC report.** Basically, it's about how RDS & CTAC will handle AE sealed drawings. Page 8 of the RDS-CTAC audit provides background on why this is important. It notes the General Assembly sent a clear message in HB255 (2015 session) to rely on AE's. While inspectors need a good code compliant description, it suggests it may be counterproductive to expend small project plan review time on AE sealed sheets. So in brief this section says; drawings submitted must meet plan submittal guide criteria posted on web. Where an entire set of construction documents including the Professional Certification Statement, are sealed by the LDP, we will not conduct a plan review. Instead, we will stamp the set "not reviewed for code compliance". Where selected sheets or details are LDP sealed and submitted (including the Professional Certification Statement), the Department will review only the balance of the drawings. As noted in item 2.6 of the program, the owner must still gain local ordinance hold release. LDP's may request a code compliance review, to be charged as an added service. Note that on these RDS-CTAC projects participating AE's; must include the Professional Certification Statement but are not required to hold a 90% preliminary code review.

### 4. REQUEST FOR BOARD ACTION

Patrick Granson discussed the Department's proposal to add positions. This topic follows discussion on the Mega Team Realignment Phase III, Veteran Apprenticeship program, and inspection workload at this time. This topic requires a formal vote by the BDC. In brief, the **RFBA proposes the addition of 26 positions** to Code Enforcement. 10 – Code Enforcement Officials (CEOs) for the refinement of the Mega Plan Review and Mega Multifamily Inspection teams (10 –

Inspectors, 5 - Inspectors for the Veteran Apprenticeship Program and 1 - Administrative Support position for the Admin Support Team).

### **Mega Team Phase III Realignment**

We previously mentioned bringing this back to you in last month's meeting. The Department is moving forward with final phasing of the Mega Team which will combine plan review and inspections to support larger projects. Within this final phase, the 10 CEO positions will maintain current plan review workloads including anticipated growth for these type projects. Justification for this proposal; with the creation of this new team in 2014, we have seen a significant amount of large projects within plan review and inspections. Benefits of what this team will provide better delivery methodology in overall communication and design of a project working under one unit from start to completion. It better aligns with code development trends in North Carolina with the 6-year code cycle and changes that are occurring ever quarter. Also, provides a better elevated consistency for these type projects within plan review and inspections. Providing communication between the owner's team and the Code Enforcement Department. Volume of work in August of 2016 to July 2016 we had 23 mega projects, of course different phase and fast track projects are included. So far for this year, we have already had 23 projects come through the Commercial Plan Review system and have 20 more scheduled for review. This particular commercial segment is projected to increased close to 40% based on current numbers from FY16.

**Inspectors:** This request addresses a couple of areas. One is Inspection Response Time (IRT) in all trades. Currently, the BDC performance goal agreement is that 85- 90% of all inspections are completed in 24 hours. We are currently 68-70% of our goals. Based on our estimation, if all the vacancies were filled, we would still fall short of the current goal, same condition for multi-trade inspections. We have been dealing with a very heavy workload for the last couple of years, attempting to meet demand and timely service. Last, we need to create a training inspector to assist new staff with required training to help get them out in the field as quickly as possible.

**Veterans Apprenticeship Program:** The Veterans Apprenticeship Program has been very successful in its first year. We had 5 out of 8 candidates successfully complete the program and have been hired with the department. We would like to continue this program as an entry level position to the inspection profession.

**Administration Support:** This position is to help with administration support of the permitting and plan review function.

### **Comparing Fy16 to Fy17 (6 months):**

- Permits up 1 to 2% (from 92,066 to 92,696 projected)
- Inspections up 6% (from 265,520 to 283,036 projected)
- Though Fy17 YTD P&I workload is below average, IRT remains a concern.
- Our IRT is still below the 85-90% goal agreed to with the BDC in 2010.
- Fy17 year-end numbers are at 10.2% below the 75% goal.

### **Expense vs. Revenue:**

- Current monthly budget at \$1.942MM. The proposed betterment request will increase current monthly budget by \$2.1MM.
- FY18 anticipated budget would be \$2.13MM
- Annual expenses are close to 40%
- General Fund is at \$16MM
- We also have \$1.6MM in additional revenue from permit fees.
- RFBA includes moneys for betterment work spaces to add fixtures, furniture and equipment.
- 15% above current projected FY17 budget.

*Tom Brasse made the motion to approve the RFBA for the requested 26 positions. seconded by John Taylor. The motion passed unanimously.*

### **RFBA for Space, Fixtures, Furniture and Equipment for Phase III of the Mega Team Realignment**

This topic will require a formal vote by the BDC. In brief, this request is for \$135K to complete the furniture, fixtures and equipment for the final phase of the Mega Team realignment. This will include touchdown stations for CEOs, chairs, new panels and screen walls, lockers and plan tables, and adding new technology and equipment in certain cases. Also, there will be minor construction work within breakroom area and adding doors in other areas. The breakdown is as follows:

- (18) 72" W x 30" D Touchdown Stations
- New 72" W panels down spine
- New A-Series 48" W storage at each touchdown
- New 30 double stack lockers with digital locks
- (4) New 36" D X 60" W planes tables on casters
- Add 4 new mobile marker boards for additional separation of space

*Tom Brasse made the motion to approve the RFBA for space, fixtures, furniture and equipment for the Phase III Mega Team Realignment, seconded by Rob Belisle. The motion passed unanimously.*

Michael Stephenson representing the GCAA stated, "It is the official stance of the Apartment Association that Code Enforcement has the funds to compensate "high quality" existing employees. We believe that we have made huge progress over the last three years and a lot of that progress is in human capital. There is a concern that quality employees will leave the Department for higher paying public sector jobs. We have been lobbying elected officials to increase the budget for the Department for salaries for new and existing employees."

## **5. BDC BUDGET SUBCOMMITTEE WORK**

FY17 Budget Subcommittee volunteers were Jonathan B, John T, Travis H, T. Brasse, Michael S. and Wanda T. Currently planning on 3 meetings, about 2 – 3 hrs long; tentative dates; all meetings scheduled for 11am-2pm, Friday, Feb 10; Wednesday, Feb 22; Friday, March 10. Plan is that BDC March 21<sup>st</sup> meeting will be budget only. The final schedule may move around as the CM's office clarifies the FY18 budget process, but we will work hard to hold those dates. FY18 Budget Subcommittee volunteers are Jonathan Bahr, Tom Brasse, John Taylor, Michael Stephenson and Glenn Berry.

## **6. QUARTERLY REPORTS**

### **Commercial Plan Review Report**

Part I: 74% of projects pass on 1<sup>st</sup> rev'w (up from 69%); 80% passed on 2<sup>nd</sup> rev'w (dn from 84%);

- pass rates on 1<sup>st</sup> review by trade:  
Bldg-82% (was 77%); Elec – 88% (was 86%); Mech – 85% (was 84%); Plbg – 85% (was 79%);

Part II: most common defects: examples

- Bldg: Appendix B, Energy Summary and Fire Rating Building Elements
- Elec: General, Services/Feeders and Branch Circuits
- Mech: Exhaust Systems, Equipment Location and Installation and Fresh Air Requirements
- Plbg: Installation of Plumbing Systems, Sanitary Drainage Piping & Materials and Water Distribution Piping and Materials

Part III: use of "approved as noted" (AAN) at 36% by all trades on average (last quarter was 31%)

- a) biggest users; CFD (85%) and MCFM (86%)
- b) critical path users; Bldg-38% (was 28%)\_, Elec- 13% (was 11%),  
Mech-11% (was 13%)\_, Plbg-13% (same),
- c) So Bldg up 10%, Elec up 2%, Mech dn 2%, and Plbg same.

### **Code Compliance Report**

- Rough/finish % split varies, some **up**, some **down**
  - Bldg; rough @ **42.39%** (was 38.92%), finish @ **20.95%** (was 19.13%)

- Elec; rough @ 22.79% (was 21.22%), finish @ 53.35% (was 54.23%)
- Mech; rough @ 30.84% (was 29.97%), finish @ 50.19% (was 49.50%)
- Plbg; rough @ 30.45% (was 31.51%), finish @ 29.99% (was 29.48%)
- “Top 20” repeating topics; Building at 100%, Electrical at 100%, Mech at 93% and Plbg at 86%

## Consistency Team Report

- Building: held three sets of meetings this quarter.
  - Bldg-Residential: addressed a total of 14 questions; contractor attendance averaged 16 at each meeting.
  - Bldg-Commercial: addressed a total of 12 questions; industry attendance averaged 11 at each meeting.
- Electrical: held three consistency meetings. In total, the meetings addressed 60 topics. Contractor attendance averaged 7.
- Mechanical/Fuel Gas: held two consistency meetings addressing 9 topics. Contractor attendance averaged 4 persons. \* due to holiday, December meeting canceled.
- Plumbing: held two consistency meetings addressing 7 topics. Contractor attendance averaged 3 persons. \*due to holiday, December meeting canceled

## Technical Advisory Board Quarterly Report

- d) There were no TAB meetings held last quarter. A request for topics for discussion was sent out to members but no items or topics were submitted for discussion.

## 7. QUARTERLY BDC BULLETIN EXERCISE

### Previous bulletin topics:

October, 2015	January, 2016	April, 2016	July, 2016
New BDC members  HB255 & impact on P&I process  Suttle Ave move and opening of customer service center  Tracking progress on advancing Gartner/Task Force recommendations  Building with our Veterans	Inspections re-alignment  Customer Service Center opens at Suttle Ave  Quarterly Reports indicate many repeating defects  BOCC approves adding 20 positions.	Filling vacant code official positions  Impact of Suttle Ave facility on customers  AE Best practice and how it benefits customers  Customer survey launched to define process & tech training  Director transition	Recap of Fee Ordinance changes  Inspector realignment Ph II  New BDC members  New Building Consistency meeting schedule  Director transition
October 2016	January 2017		
New BDC members  November 3 <sup>rd</sup> Brown Bag Consistency Luncheon  NFY16 EOY Numbers Highlighting TIP  NC PE Board Extends Criteria on PE Seal Use in BIM-IPD  2018 Building Code Adoption Schedule	Veteran Apprenticeship Program  A/E Feedback Took FY17  RTAC/CTAC Audit  High Superior Prof. Cert.		

## 8. DEPARTMENT STATISTICS AND INITIATIVES REPORT

### December 2016 Statistics

#### Permit Revenue

- December permit (only) rev - \$1,945,311, compares to Nov. permit (only) rev - \$1,821,915
- Fy17 budget projected monthly permit rev; \$23,310,691/12= \$1,942,557;
- YTD permit rev = \$13,344,248 is above projection (\$11,655,345) by \$1,688,903 or 14%.

#### Construction Value of Permits Issued

- Report temporarily suspended.

#### Permits Issued:

	Nov.	Dec.	3 Month Trend
<b>Residential</b>	4401	3925	4644/4401/3925
<b>Commercial</b>	2279	2397	2455/2279/2397
<b>Other (Fire/Zone)</b>	310	274	287/310/274
<b>Total</b>	6990	6590	7386/6990/6590

- Changes (Nov.-Dec.); Residential dn. 12%; commercial up 5%; total dn 6%

#### Inspection Activity: inspections performed

Insp. Req.	Nov.	Dec.	Insp. Perf.	Nov.	Dec.	% Change
<b>Bldg.</b>	8383	7892	<b>Bldg.</b>	8414	7931	-6%
<b>Elec.</b>	7958	8037	<b>Elec.</b>	7030	7037	same
<b>Mech.</b>	4565	4530	<b>Mech.</b>	4145	4091	-1%
<b>Plbg.</b>	4001	3750	<b>Plbg.</b>	3413	3237	-5%
<b>Total</b>	24,907	24,209	<b>Total</b>	23,002	22,296	-3%

- Changes (Nov. – Dec.); requests dn 2%; inspect performed dn 3% overall
- Insp performed were 93% of insp requested

#### Inspection Activity: inspections response time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Nov.	Dec.	Nov.	Dec.	Nov.	Dec.	Nov.	Dec.
Bldg	70	83	88	96	95	99	1.47	1.73
Elec.	56	74	78	94	90	99	1.78	1.37
Mech.	58	74	79	94	89	99	1.77	1.36
Plbg.	73	87	90	97	96	99	1.4	1.23
Total	64	79	84	95	92	99	1.62	1.46

- Overall average for OnTime % is up 18%
- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**; so **December is currently 6% below goal range.**

### **Inspection Pass Rates for December, 2016:**

OVERALL MONTHLY AV'G @ 83.28% in December, compared to 83.50% in November,

<b><u>Bldg:</u></b>	November – 77.63%	<b><u>Elec:</u></b>	November – 83.86%
	December – 77.65%		December – 83.38%

<b><u>Mech:</u></b>	November – 86.84%	<b><u>Plbg:</u></b>	November – 88.70%
	December – 85.91%		December – 88.11%

- B/E/P same; M up 1%
- Overall average about the same from last month, and above the 75-80% goal range.

### **OnSchedule CTAC and Booking Lead Times for December, 2016**

#### CTAC:

- 85 first reviews, compared to 104 in November
- Project approval rate (pass/fail) – 71%
- CTAC was 32% of OnSch (\*) first review volume;  $(82/82+169 = 251) = 32\%$   
\*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

#### On Schedule:

- January, 15: 185 -1st rev'w projects; on time/early–92.88% all trades, 93.5% on B/E/M/P only
- February, 15: 192 -1st rev'w projects; on time/early–94.75% all trades, 96.5% on B/E/M/P only
- March, 15: 210 -1st rev'w projects; on time/early–95.1% all trades, 97.5% on B/E/M/P only
- April, 15: 240 -1st rev'w projects; on time/early–91.5% all trades, 96.75% on B/E/M/P only
- May, 15: 238 -1st rev'w projects; on time/early–95% all trades, 94.75% on B/E/M/P only
- June, 15: 251 -1st rev'w projects; on time/early–94.95% all trades, 95.82% on B/E/M/P only
- July, 15: 218 -1st rev'w projects; on time/early–91.1% all trades, 90.75% on B/E/M/P only
- August, 15: 215 -1st rev'w projects; on time/early–91.5% all trades, 93% on B/E/M/P only
- Sept, 15: 235 -1st rev'w projects; on time/early–87.12% all trades, 92.5% on B/E/M/P only
- October, 15: 229 -1st rev'w projects; on time/early–91.79% all trades, 91.62% on B/E/M/P only
- November, 15: 220 -1st rev'w projects; on time/early–93% all trades, 92% on B/E/M/P only
- December, 15: 224 -1st rev'w projects; on time/early–89.4% all trades, 90.75% on B/E/M/P only
- January, 16: 188 -1st rev'w projects; on time/early–85.85% all trades, 84.64% on B/E/M/P only
- February, 16: 219 -1st rev'w projects; on time/early–84.88% all trades, 82.75% on B/E/M/P only
- March, 16: 241 -1st rev'w projects; on time/early–84% all trades, 85.25% on B/E/M/P only
- April, 16: 240 -1st rev'w projects; on time/early–88.38% all trades, 91.25% on B/E/M/P only
- May, 16: 237 -1st rev'w projects; on time/early–90.62% all trades, 94.5% on B/E/M/P only
- June, 16: 230 -1st rev'w projects; on time/early–91.63% all trades, 95% on B/E/M/P only
- July, 16: 215 -1st rev'w projects; on time/early–91.9% all trades, 93% on B/E/M/P only
- August, 16: 219 -1st rev'w projects; on time/early–92.75% all trades, 93.25% on B/E/M/P only
- September, 16: 246 -1st rev'w projects; on time/early–91.79 all trades, 93.6% on B/E/M/P only
- October, 16: 241 – 1<sup>st</sup> rev'w projects; on time/early – 93.5 all trades, 94.4 on B/E/M/P only
- November, 16: 226 – 1<sup>st</sup> rev'w projects; on time/early – 92.2 all trades, 92.4 on B/E/M/P only
- December, 16: 225 – 1<sup>st</sup> rev'w projects; on time/early – 93.3 all trades, 94.2 on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on December 28, 2016, showed
  - 1-2 hr projects; at 2-4 work days booking lead,
  - 3-4 hr projects; at 2-6 work days lead,
  - 5-8 hr projects; at 2-13 work days lead,
- CTAC plan review turnaround time; BEMP at 5 work days, and all others at 1 day.
- Express Rev'w booking lead time; 8 work days for small projects, 8 work days for large projects

**Customer Service Center**

- 1) Walk-In Volume / LUESA 5,151 / Code 3,711 / CSC 1,373
- 2) Customer Wait Time / LUESA at 9:07 mins., Code at 9:53 mins.
- 3) Phone Volume / Code 7,937 (397 avg. day), CSC 1,674 (84 avg. day)
- 4) Call Wait Time / Code 1.23 mins., CSC – *pending*
- 5) Call Interaction Time / Code 2.28 mins., CSC 2.18 mins.
- 6) Call Answer Rate / Code 87% / CSC 84%
- 7) Surveyed % of Excellent Customer Service is 92%

**Fire Marshal's Office**

- 1) Inspections Performed - 73
- 2) Plans Reviewed - 128
- 3) Recurring Fire Inspections - 553
- 4) Public Education Events – 6

**9. STATUS REPORT ON VARIOUS DEPARTMENT INITIATIVES**

**Affordable Housing** – in discussions with City and county trying to understand affordable housing and how city and county can help deal with the gap of these type of housing units. More to come, now we are in early discussions. Such as types of incentives given by city/county for development of these types of housing opportunities.

**FOLLOW-UP ON THE 2014 SERVICE DELIVERY ENHANCEMENT**

**Hybrid Collaborative Delivery Team;** Team leadership periodically updates the BDC on their status. Howard Grindstaff will update the BDC on the HCDT status in the April 2017 meeting.

**10. Manager/CA Added Comments**

No additional Manager/CA

**11. Adjournment**

The January 17<sup>th</sup> meeting of the Building Development Commission adjourned at 4:58 p.m. The next meeting of the Building Development Commission is scheduled for Tuesday, February 21<sup>st</sup> 2017.